

## **Interim Customer Satisfaction Survey (ICSS) FAQs**

### **Transportation Service Provider (TSP) Users- Access to Survey Data**

Q: As TSP user, how do I access my ICSS data?

A: A representative at the level of vice president or above from your company must send SDDC an email with the names of the personnel approved for access to the ICSS data. This email should also include: Company SCAC, company name, user name, user email, user phone number, and the SCACS that the users wish to access.

Once you have sent the email, please allow 24 hours for processing. Please do not try to register on Electronic Transportation Acquisition (ETA) before the 24 hour time period is up. If you try to register before your access list has been processed, you will receive an ACCESS DENIED email notice. After 24 hours the user will be able to register on ETA.

After the user receives the email, he or she can register on the ETA website (<https://eta.sddc.army.mil>) to access their ICSS data. For TSPs with multiple SCACs, each user must register for each SCAC that they request access. For example, if you have seven SCACs and you want three people to have access to those seven SCACs, each individual user must register seven times using a different SCAC each time.

Currently, ICSS does not allow for the multi-SCAC functionality like that in PPQWEB. That functionality is being considered for future application.

Q: Are there more detailed instructions available for creating an ETA account?

A: Yes. Instructions for creating an ETA account are available at the SDDC Website (<http://www.sddc.army.mil/>) at path: Personal Property > Programs > Families First > "ETA Instructions to Access ICSS Reports".

Q: It has been one business day and I have not received any emails from the ETA administrator. I have submitted the correct information. What should I do?

A: After submitting the information to the ETA administrator, you must wait until you receive the emails from the ETA administrator containing the user ID and password. This normally takes one to two business days (24-48 hours), but during peak request periods can take up to 5 days.

Another possible solution might be to check the SPAM/virus setting on your email program. The email from the ETA administrator might have been rejected by your system.

If you have not received an email from the ETA administrator after 5 days, please send an email to [icss@eta.sddc.army.mil](mailto:icss@eta.sddc.army.mil) describing the situation. Please include your SCAC(s), company name, authorized user(s), and email(s) for authorized user(s).

Q: I submitted my information to the ETA administrator. Then I went to the ETA website to access my reports but I was denied access. What happened?

A: After submitting the information to the ETA administrator, you must wait until you receive the emails from the ETA administrator containing the user ID and password. This normally

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Q: I have created and ETA account. Are there instructions for accessing and creating the ICSS reports?

A: Yes. First the user must log on to the ICSS section of the ETA website (<https://eta.sddc.army.mil>). After the user logs on there is a welcome screen with a hyperlink to ETA report instructions.

Q: I am an ETA user who is authorized to access multiple SCACs - Do I have to log in and log out for each SCAC?

A: Yes. At this time multiple SCAC functionality is limited. The ETA user is required to log in for each SCAC.

Q: I am an ETA user who is authorized to access multiple SCACs – Can I view data for all my SCACs at once?

A: No. At this time there is limited multiple SCAC functionality.